



Dc†Rj v gwnj v wel qK KgRZ® Kvhj q, U½cvov, †Mvcvj MÄ |

সিটিজেন চার্টার

১	২	৩	৪	৫	৬	৭
01	যাঁ' gwnj v Dbq̄b (wfwRw) KgRxi	wfwRw KgRxi Avl Zvq c†Z 2 (†) ermi ev 24 gvm †gqv x wfwRw P†µ U½cvov Dc†Rj vi 05 w BDwbq̄b wbe†PZ AwZ`wi`ª gwnj v† i†K Lv` mnvqZvi cvkvcwk wbe†PZ GbwRlõi gva†g Rieb`yZv Dbq̄bgj K c†kyY Ges †UKmB AvqeaR KgRv†Ui c†kyY tmev c†vb Kiv nq	Dc†Rj v gwnj v wel qK KgRZ® Kvhj q, U½cvov I msukøó BDwbq̄b cwi l` Kvhj q	DcKv†fvMx gwnj v evQvB/wbe†P†bi c†wgK Zvwj Kvi ØQKØ Ges Zvwj Kvi PøvŠÍ ØQKØ webvg†j` c†vb Kiv nq	24 gvm mgqKvj	Avi vabr i vbx KgRvi Dc†Rj v gwnj v wel qK KgRZ®, U½cvov, †Mvcvj MÄ †dvb bs-02-6656659 †gvevt 01716-980630 B-†gBj bst karmakerpuspa71@gmail.com
02	AvBimwfwRw KgRxi	U½cvov Dc†Rj vq AvBimwfwRw Kvhjg ev† vevqZ n†Q G KgRxi j y` n†j v-wfwRw DcKv†fvMx† i ga` n†Z AwKZi `wi`ª Rb†Mvø†K Aw_R mnvqZv I	Dc†Rj v gwnj v wel qK KgRZ® Kvhj q, U½cvov I msukøó BDwbq̄b cwi l` Kvhj q	DcKv†fvMx gwnj v evQvB/wbe†P†bi c†wgK Zvwj Kvi ØQKØ Ges Zvwj Kvi PøvŠÍ ØQKØ webvg†j`	24 gvm mgqKvj	Avi vabr i vbx KgRvi Dc†Rj v gwnj v wel qK KgRZ®, U½cvov, †Mvcvj MÄ

		<p>ცაქყიYi გრატგ AvqeaR KgRvtU მუყ Kiv </p>		<p>ც0vb Kiv nq </p>		<p>ტdvb bs-02-6656659 ტგვეტ 01716-980630 B-ტგBj bst karmakerpuspa71@gmail.com</p>
03	<p>ვი`აგვი Rb` გვZZქvj ფვZv ც0vb KgRvX</p>	<p>Uw/crov DctRjvi 05 uJ BDwbqtb Pj gvb KgRvXtZ wbeRvPZ ფვZvtfvMxtK გვმK Rbc0Z 500.00(ციPKZ) UvKv ნvti 6 გვმ ci ci ფვZvtfvMxt`i wBR`^e`vsK wmmvtei გრატგ ც0vb Kiv nq ფვZv ც0vtbi ცvkvcwk Pn3ex GbwRI t`i მრვZvq DcKvifvMxt`i MfRvjxb, c0neceQl cieZPhZq: გv l wki `v` cwi Phq, cy0, გvZ...`cvb, R`\$beUb, `v` tK>`a cwi vPvZ, uJKv BZ`w` m`u`K`Z m`PZbZv gj K ცაქყY ც0vb Kiv nq </p>	<p>DctRjv გუნjv wელqK KgRZR Kvhfj q, Uw/crov l მსუკ00 BDwbqb cwi l` Kvhfj q </p>	<p>m`i Kvhfj q, XvKv ntZ ც0B A_© DctRjv`tmvbj x e`vsK c0vb kvLvq i`v`Z გv`vi GKvD`U Rgv nq cieZxPZ ფვZvtfvMxt`i გv`S ფვZvi A_©DctRjv გუნjv wელqK KgRZR l DctRjv wbeRvX Awdmtvii th_` `v`y`ti DcKvifvMxt`i wBR`^e`vsK wmmvte tc0b Kiv nq D`tj 0L` th, wbeRvPZ ფვZvtfvMxt`i ბv`tg ersj vt`k e`vs`Ki wbt`Rbv Abhvqx K.l.K`i b`vq 10.00 UvKvi GKvD`U tLvji გრატგ ფვZvtfvMxi wBR`^ GKvD`Ui გრატგ ფვZvi A_`eZib Kiv nq </p>	<p>wbeRvPZ DcKvifvMx c0ZRb 1g A_ev 2q Mf`avi bKvtji th tKvb GKevi ტგU 2 ermi (24 გვმ mgqKvj) ტგv`ti Rb` ფვZv l ცაქყY tmev c`te </p>	<p>Avi vabv i vbx KgRvi DctRjv გუნjv wელqK KgRZR, Uw/crov, tMvcij M`A ტdvb bs-02-6656659 ტგვეტ 01716-980630 B-ტგBj bst karmakerpuspa71@gmail.com</p>
04	<p>ტ`ც0c`vtKR KgRvX</p>	<p>`wvi`a wეტგvPtb 0გvZZქvjxb ფვZv0 ც0B გv0`i Rb` Uw/crov DctRjvq wbeRvPZ DcKvifvMxt`i `v`m`\$Z tj wUbmნ Avevmb l RweKvqtb i DcKiY (thgb t wi`v, f`vb, numgji Mx, Mi`ae, QvMj B`T`w`) ც0vtbi გრატგ Zvt`itK A_`%wZKfvte `^Qj Kivi jt`y` 0`ტ`c0e c`vtKR KgRvX0 ev`l` emqZ ntqtQ </p>	<p>DctRjv გუნjv wელqK KgRZR Kvhfj q, Uw/crov </p>	<p>M`u`Y` wbevg`tj` KgRvXi b`wZgvj v Abhvqx 0`wi`a გv0i Rb` გvZZქvj ფვZv ც0vb KgRvX0i ტგv` AwZ`m`v`S`l`i ga` ntZ AwZ` wvi`a wbeRvPZ გv`ti`K 1uJ `v`m`\$Z tj wUbmნ Avevmb l RweKvqtb i DcKiY(thgb t wi`v, f`vb, numgji Mx, Mi`ae, QvMj B`T`w`) ც0vb Kiv nq </p>	<p>KgRvXi b`wZgvj v Abhvqx 24 გვმ mgqKvj </p>	<p>Avi vabv i vbx KgRvi DctRjv გუნjv wელqK KgRZR, Uw/crov, tMvcij M`A ტdvb bs-02-6656659 ტგვეტ 01716-980630 B-ტგBj bst karmakerpuspa71@gmail.com</p>
05	<p>wKtkvi -wKtkvix Kve</p>	<p>mgvtRi BwZevPK cwi eZ`b 0wKtkvi -wKtkvix`i y`gZvqb0 kvlR KgRvXi Avl Zvq 0wKtkvi wKtkvix Kve0 Uw/crov DctRjvi 05 uJ BDwbqtb ev`l` emqZ ntq AvmtQ GB Kv`tei გრატგ BDwbqbF`3 20 Rb wKtkvix l 10 Rb wKtkvi mBvtn 2 w`b 1 N`uV GKw`l`Z ntq wewfbae mvgv`wRK Kc0v m`u`t`K` AvtjvPbv, Gi c0Z`itv`tai Dcvq, gbbkvj Zv weKv`k tLj vajv, wewfbae mvs`wZK KgRvX0 AskM0b Ges m`PZbZvgj K</p>	<p>DctRjv გუნjv wელqK KgRZR Kvhfj q, Uw/crov Gesmsuk00 BDwbqtb i wKtkvi wKtkvix Kve</p>	<p>mi Kvi KZR m`u`Y` wbevg`tj` wKtkvi -wKtkvix Kv`te wewfbae DcKiY mieivn Kiv nq </p>	<p>11 (GM`itv) ntZ 18 (Av`itv) eQi eq`tmi wKtkvi wKtkvix</p>	<p>Avi vabv i vbx KgRvi DctRjv გუნjv wელqK KgRZR, Uw/crov, tMvcij M`A ტdvb bs-02-6656659 ტგვეტ 01716-980630 B-ტგBj bst karmakerpuspa71@gmail.com</p>

06	kni AAtj tcSi GjvKvq OKgRme j`vKtUUs gv`vi mnvqZv Znvej O Kgmpx	<p>KgRvtUi Ask wnmvte wevfban`em cvj b Kti _vtK </p> <p>Uw/cvov DctRjvi Uw/cvov tcSimfvq ubePZ 300 Rb fvZvtfvMxt`tk gvmK RbcUz 500.00 UvKv nvti 6 gym ci ci fvZvtfvMxt`i wbr`^e`vsK wnmvtei gva`tg c0vb Kiv nq </p> <p>fvZv c0vbi cvkvcwk Pr3ex GbwRI t`i mnvqZvq DcKvifvMxt`i MfRvj xb, cnece@l cneceZPhZp gv l wki`^`^` cwiPhp, cyo, gvZ...»cvb, R=šbeÜb, ^`^` tK>^` cwiPuz, wKv BZ`w` m=umKZ mPZbZv gjK c0k`y`Y c0vb Kiv nq </p> <p>j`vKtUUs gv`vi fvDPvi `ag Ges Kg`DnbwU wDnuKb c0kt`i mjeav c0BtZ fvZvtfvMxt`K mnthvMZv Kiv </p>	<p>Avte`b dig l Zvij Kvi bgbv QK, fvZvi nvi Abjvqx eivl KZ At`P Z` l ubePZ GbwRI t`i Zvij Kvi, e`ekqvi, bxmZgvjv l Ab`vb` KvMRcI DctRjv gvnjv wclqK KgRZf Kvhfj q, Uw/cvovq cvl qv hvte DcKvifvMxt`i Avte`bcI l c0Yz Zvij Kvi WUvteR msk0o DctRjv gvnjv wclqK KgRZf Kvhfj tq msiw`y`Z </p>	<p>miKvix evRtU KvW`msL`vi eivl c0Bi ci DcKvifvMx ubePb`iia` Kiv nq </p> <p>w`qwis KvguU Ges ev`I evqb l gubUwis KvguUj v`xvS` Abjvqx bxmZgvjvi AvtjvtK wbt`Rbvmn KvWmsL`vi wfvRb t0b Kiv nq </p> <p>DctRjv chfqi j`vKtUUs gv`vi ubePb KvguU KZK Zvij Kvi PpvS` Kiv nq </p> <p>mKj ty`tI PpvS` Zvij Kvfp DcKvifvMxMY AMVx e`vsK wj wgtUW Gi msk0o kvLvq</p> <p>(DctRjvi ty`tI AMVx e`vsKtKi kvLv GtKet`iB bv`vKtj tm ty`tI RbZv e`vsK wj t`tmvbjx e`vsK wj t Gi kvLvq) fvZvtfvMxt`i ^`^`^`bvtg 10/- UvKvi wclqK</p> <p>(evsj vt`k e`vsKtKi tNvml Z Kl.tKi Rb` th fvte 10/- UvKvq wnmve tLvjv nq) wnmve Lj tZ nq </p>	24 gym mgqKvj	<p>Avi vabv i vbx KgRvi DctRjv gvnjv wclqK KgRZf, Uw/cvov, tMvcij MA t`dvb bs-02-6656659 t`gveit 01716-980630 B-tgBj bst karmakerpuspa71@gmail.com</p>
07	gvnj vt`i AvZKgs`vtbi Rb` y`i`FY Kvhfjg	<p>eZgvb bxmZgvjv Abjvqx c0vb Kvhfj q nZ eivl c0B mvtctj`y` c0B eivl DctRjv tZ wba`ni Z dig c0b ceR DcKvifvMx ubePb Kti RbcUz 5000/- UvKv t`tk mteP 15000/- UvKv chS`I FY weZib Kiv nq </p>	<p>01 Avte`b dig 02 R=šmb` 03 3 Kuc cvm`cvU`mBR One 04 l qW`Kvgkbvi KZR`vqx bvMwi KZvi mwiUct`tKU 05 bb Rjw`kqj ÷`v`u` c0Bi` vbt DctRjv gvnjv wclqK KgRZf Kvhfj q, Uw/cvov tMvcij MA </p>	<p>1 Avte`b dig wclqK`j` weZib Kiv nq 2 wZb Kuc One= 100/-UvKv 3 ÷`v`u` = 300/- UvKv</p> <p>tgvU= 400/-UvKv DcKvifvMx KZR` cwi t`kwaZ </p>	1 eQi Ges 2 eQi mgqKvj	<p>Avi vabv i vbx KgRvi DctRjv gvnjv wclqK KgRZf, Uw/cvov, tMvcij MA t`dvb bs-02-6656659 t`gveit 01716-980630 B-tgBj bst karmakerpuspa71@gmail.com</p>
08	bvix Dbqab l bvixi y`gZvqtb Awf`thvM	<p>m`i Kvhfj q KZR` MwZ DctRjv bvix Dbqab mgS`q KvguUj gva`tg MpxZ bvixi Dbqab l bvixi y`Zvqtb</p>	<p>DctRjv gvnjv wclqK KgRZf Kvhfj q, Uw/cvov, tMvcij MA </p>	<p>Avte`tbi Rb` wba`ni Z dig DctRjv gvnjv wclqK KgRZf</p>	Pj gvb Kvhfjg	<p>Avi vabv i vbx KgRvi DctRjv gvnjv wclqK KgRZf,</p>

	Mōb	vefbae`tj`c Mōb Kiv nq Dc`Rjv ch`q cwi ewi K I mvgwRK fite w`h`ZZ bvixiv w`ba`i Z di`g / mv`v KvM`R Dc`Rjv g`njv welqK KgRZ`f eive`i wj`wLZ Awf`thvM `vtqi K`ib Ges Awf`thv`Mi w`f`E`Z MYi bvb`x Mōb Kiv nq		Kvh`f q n`Z webv g`j`" mieivn Kiv nq		Uw`zcov,`Mvcj MA `tdvb bs-02-6656659 `tgvrt 01716-980630 B-`gBj bst karmakerpuspa71@gmail.com
09	`t`^Ov`mex g`njv msMVbmg`a tiwR`÷`kb	bvix Db`qb, bvixi `y`gZvqb I tR`Uvi mgZv c`Z`Ovi j`j`y` Kvh`Rix f`w`gKv cvj`tb Dc`Rjvi g`njv t`^Ov`mex msMVbmg`a`K Zv`i Avte``tbi t`c`y`t`Z c`q`vRbxq KvMRC`Iw` `wLj mvt`ct`y` tiwR`t`÷`kb c`lvb I ewi R Abj vb c`lvb Kiv nq	t`Rjv g`njv welqK KgRZ`f Kvh`f q, `Mvcj MA` I Dc`Rjv g`njv welqK KgRZ`f Kvh`f q, Uw`zcov,`Mvcj MA`	Avte``tbi Rb`" miKvi w`ba`i Z dig c`ib, w`ba`i Z tURvix Pvj vb Rgv c`lvb, c`q`vRbxq KvMRC`Iw` m`cwi kmn `wLj mvt`ct`y` m`ti Rvgb Z`š`I cieZ`f`Z thvM` mvgwZmg`a`K tiwR`t`÷`kb c`lvb Kiv nq	Pj gvb Kvh`f`g	Avi vabv i vbx KgR`vi Dc`Rjv g`njv welqK KgRZ`f, Uw`zcov,`Mvcj MA` `tdvb bs-02-6656659 `tgvrt 01716-980630 B-`gBj bst karmakerpuspa71@gmail.com
10	`th`SZK, bvix I wki w`h`Zb c`Z`t`iva Ges evj`" weevn c`Z`t`iva Kvh`f`g	mvgwRK m`PZbZvi Ask w`m`te DVwb `e`VK, m`PZbZvgj`K m`fvi Avt`qvRb, th`SZK w`etivax m`fv, i`w`j, evj`" weevn w`etivax c`P`vibv Kvh`f`g Mōb I ev`I`evqb G msp`v`š`I Awf`thvM c`w`B mvt`ct`y` Dc`Rjv c`k`v`m`t`bi m`nvqZvq m`gm`v m`gvav`tb Z`vor e`e`v Mōb Kiv nq evj`" weevn c`Z`t`iva t`Rjv/Dc`Rjv c`k`v`m`t`bi m`nvqZvq c`Z`t`iva I c`P`vibv Kvh`f`g Mōb Kiv nq	Dc`Rjv g`njv welqK KgRZ`f Kvh`f q, Uw`zcov,`Mvcj MA`	w`ebvg`j`" c`q`vRbxq m`nvqZv Kiv nq	Pj gvb Kvh`f`g	Avi vabv i vbx KgR`vi Dc`Rjv g`njv welqK KgRZ`f, Uw`zcov,`Mvcj MA` `tdvb bs-02-6656659 `tgvrt 01716-980630 B-`gBj bst karmakerpuspa71@gmail.com
11	Mbi bvb`x Kvh`f`g	Dc`Rjv Kvh`f`g m`biv`n GKw`b Mbi bvb`xi Avt`qvRb Kiv nq	Dc`Rjv g`njv welqK KgRZ`f Kvh`f q, Uw`zcov,`Mvcj MA`	w`ba`i Z w`tb m`swk`o`o` Kvh`f`g thvMv`thvM	Pj gvb Kvh`f`g	
12	O`RwqZv A`š`t`tb evsj v`k`O Kg`m`Px	m`gv`f`Ri w`efb`e`t`y`t`I th m`Kj bvixiv mvgwRK m`Kj c`Z`Kj Zv`t`K t`c`Q`tb t`d`t`j w`bR w`bR t`y`t`I m`vd`t`j`i Ae`vb ti`L`Q`b, tm m`Kj bvix`K L`f`R tei K`ti Zv`t`i`K m`e`y`bbv c`lv`t`bi gva`tg mvgwRK f`v`te Zv`t`i`K g`j`"wqZ Kiv Ges Gi gva`tg m`gv`f`Ri Ab`bvix`t`i`K GwM`t`g h`vevi Drm`v`n c`lv`t`bi j`y`" w`b`t`g g`njv welqK Aw`a`Bi O` RwqZv A`š`t`tb evsj v`k`O Kg`m`Px w ev`I`evqb K`ti Pj`t`Q c`Z`e`Q`i w`ba`i Z 5(cuP) w K`v`UwM`ix`Z Dc`Rjv, t`Rjv Ges w`efvM`ixq ch`q`g t`k`b RwqZv`t`i`K GB m`e`y`bbv c`lvb Kiv n`t`g _v`t`K	t`Rjv/Dc`Rjv g`njv welqK KgRZ`f Kvh`f q, `Mvcj MA`	Avte``tbi Rb`" w`ba`i Z dig Dc`Rjv g`njv welqK KgRZ`f Kvh`f q, Uw`zcov,`Mvcj MA` n`Z webv g`j`" mieivn Kiv nq	Pj gvb Kvh`f`g	Avi vabv i vbx KgR`vi Dc`Rjv g`njv welqK KgRZ`f, Uw`zcov,`Mvcj MA` `tdvb bs-02-6656659 `tgvrt 01716-980630 B-`gBj bst karmakerpuspa71@gmail.com
13	t`mj vb t`g`w`kb w`eZiY	Rw`iZi w`cZv e`z`e`Uz t`kL g`w`Rej ingv`t`bi Rb`w`b I RvZixq wki w`em Dc`j`y` Uw`zcov Dc`Rjvq 2014-	01 Avte``b dig 02 RvZixq cwi P`q`c`I	Avte``tbi Rb`" w`ba`i Z dig Dc`Rjv g`njv welqK KgRZ`f	-	Avi vabv i vbx KgR`vi Dc`Rjv g`njv welqK KgRZ`f,

		<p>2015 A_eQi nZ 50 Rb `j` gij vK Rb cZ 1u Kl 50u tmj vB tgnkb mYwebv gZj weZiY Kiv nZQ DcRjv cwil` DcRjv gijv velqK KgRZK Kvhj q,U/cvov tMvj MA Zwj Kv cZ Kl _vK </p>	<p>03 3 Kwc cvmUvBR Qwe 04 A/xKvi bvgv 05 150/- UvKvi bb RvWkqvj ÷`vú cBi vbt DcRjv gijv velqK KgRZK Kvhj q,U/cvov tMvj MA </p>	<p>Kvhj q,U/cvov,tMvj MA nZ webv gZj` mieivn Kiv nq </p>		<p>U/cvov,tMvj MA tdvb bs-02-6656659 tgvrt 01716-980630 B-tgBj bst karmakerpuspa71@gmail.com</p>
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